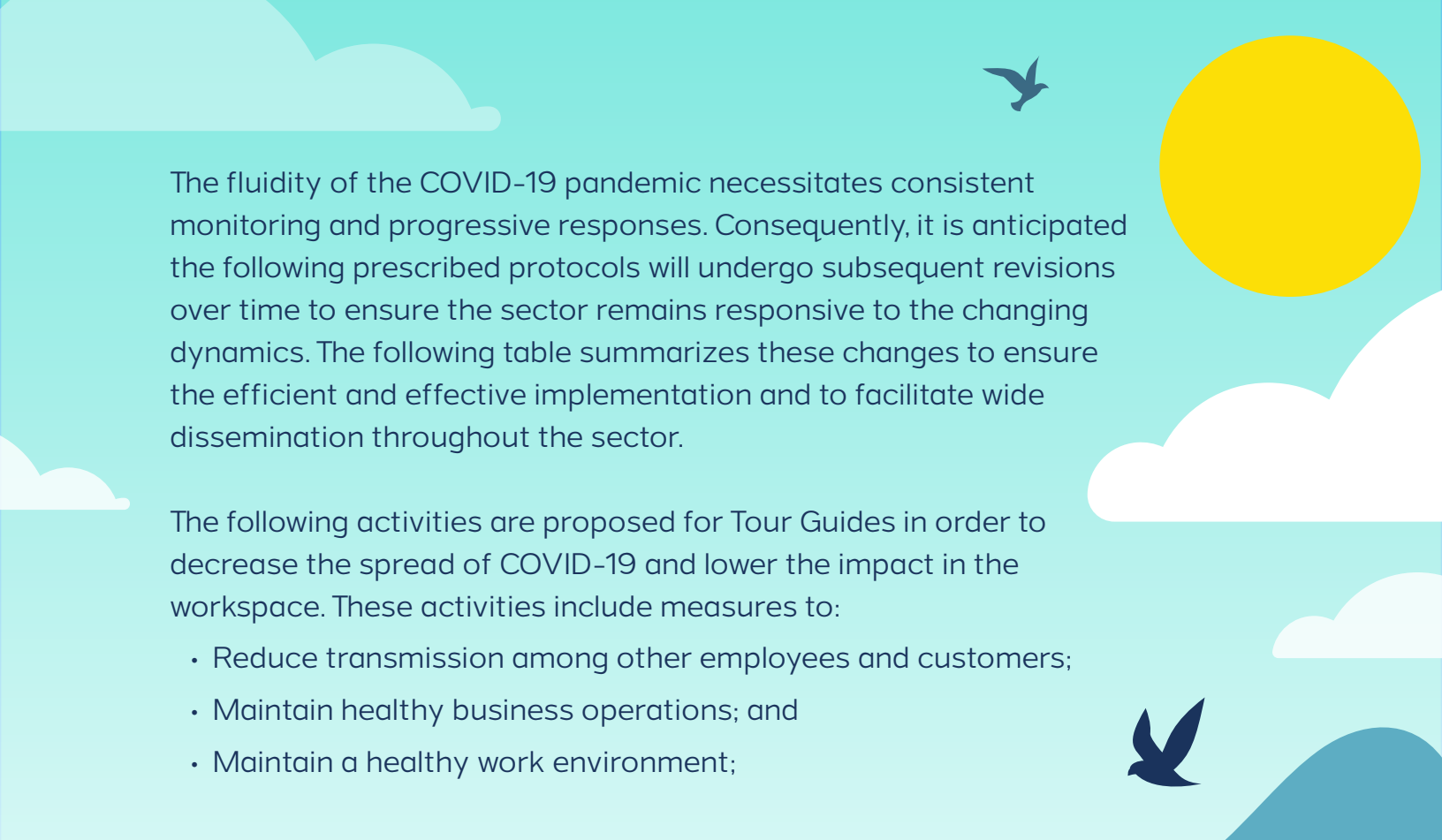


Health and Safety Protocols for Tour Guides





The fluidity of the COVID-19 pandemic necessitates consistent monitoring and progressive responses. Consequently, it is anticipated the following prescribed protocols will undergo subsequent revisions over time to ensure the sector remains responsive to the changing dynamics. The following table summarizes these changes to ensure the efficient and effective implementation and to facilitate wide dissemination throughout the sector.

The following activities are proposed for Tour Guides in order to decrease the spread of COVID-19 and lower the impact in the workspace. These activities include measures to:

- Reduce transmission among other employees and customers;
- Maintain healthy business operations; and
- Maintain a healthy work environment;



To ensure Employees and Customers are protected, employees of tour companies should employ the following protocols.

I All Tour Guides should ensure that passengers are (where possible) pre scanned by hotel utilizing an infrared handheld temperature gun prior to entry into the vehicle.

II All Tour Guides must be provided with education and training around safe practices as it relates to personal hygiene, sanitation (cleaning and disinfecting policies), and illness policies outlined by the Ministry of Health and Wellness.

III All Guides should wash hands after every trip with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 70% alcohol if soap and water are not available.

IV Tour Guides are required to spray guests' hands with hand sanitizer with at least 70% alcohol, immediately before entering the Transport vehicle.

V

Tour Guides must wear a face mask when in close proximity of each other.



VI

Passengers should wear a face mask before they enter the vehicle.

VII

Tour Guides must avoid touching the eyes, nose, or mouth.

VIII

Tour Guides must avoid contact with people who are sick.

IX

Cover mouth and nose with a tissue when you cough or sneeze, then discard the tissue in the trash and wash your hands.

X

Social distancing protocol of at least 3 feet between passengers is to be strictly adhered to when boarding passengers.

- Passengers are required to board by utilizing staggered loading from rear of the bus first
 - loading from back to front
- Disembarking the bus from front to back
 - front seated passengers will disembark first



XI

Tour Guides are requested not to share reusable pricing sheets or menus with guests. As an alternative information can be posted on signage boards or via digital media (e.g. Instagram, digital app). Additionally, disposable pricing sheets can be shared but cannot be reused.

XII

Customers should be encouraged to use their own pens to sign forms. Where this is not possible, pens are to be sanitized after each usage.

XIII

Tour guides are discouraged from taking photos using guests' cameras or phones.



XIV

Tour Guides are required to wear a face mask at all times when conducting tours and are required to maintain social distancing protocols of at least 3ft. between each person on the tour (Individuals in the same party (family and friends) do not need to adhere to strict social distancing requirements).

XV

A log of all Health and safety training must be strictly maintained.

General Hygiene for Tour Guides

I Tour Guides should minimize personal contact; hugging and shaking hands should be strictly avoided. Social distancing must always be maintained.

II Tour guides should avoid guest contact and wash hands for at least 20 seconds immediately after any customer interaction. An alcohol-based (at least 70%) hand sanitizer may be used if handwashing is not available.

III Tour Guides are encouraged to avoid handling money.

IV Tour Guides are encouraged to have tissues and hand sanitizer available for passengers in the back of the vehicle.

V Companies must ensure that printed information is posted in the vehicle on the spread of COVID-19.

VI Tour Guides should undergo health and safety training.



COVID-19

Symptoms



Headache



Cough



Fever

- a) Operators who are exhibiting symptoms of COVID-19 i.e., fever, cough, or shortness of breath prior to commencement of duty should stay away from work and follow the guidelines of the Ministry of Health and Wellness immediately;
- b) Operators who begin to exhibit symptoms of COVID-19 i.e., fever, cough, or shortness of breath, while on duty should follow the guidelines of the Ministry of Health and Wellness immediately;
- c) Operators who are well but who have a sick family member exhibiting symptoms of COVID-19 should stay away from work and follow the guidelines of the Ministry of Health and Wellness.

Social & Physical Distancing

- Tour Guides are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Tour Guides should stay at least 3 feet away from other Operators where possible (lunchroom, bathroom, corridors, booths);
- It is recommended that Tour Guides should stay on-site for the duration of the shift once they have entered.

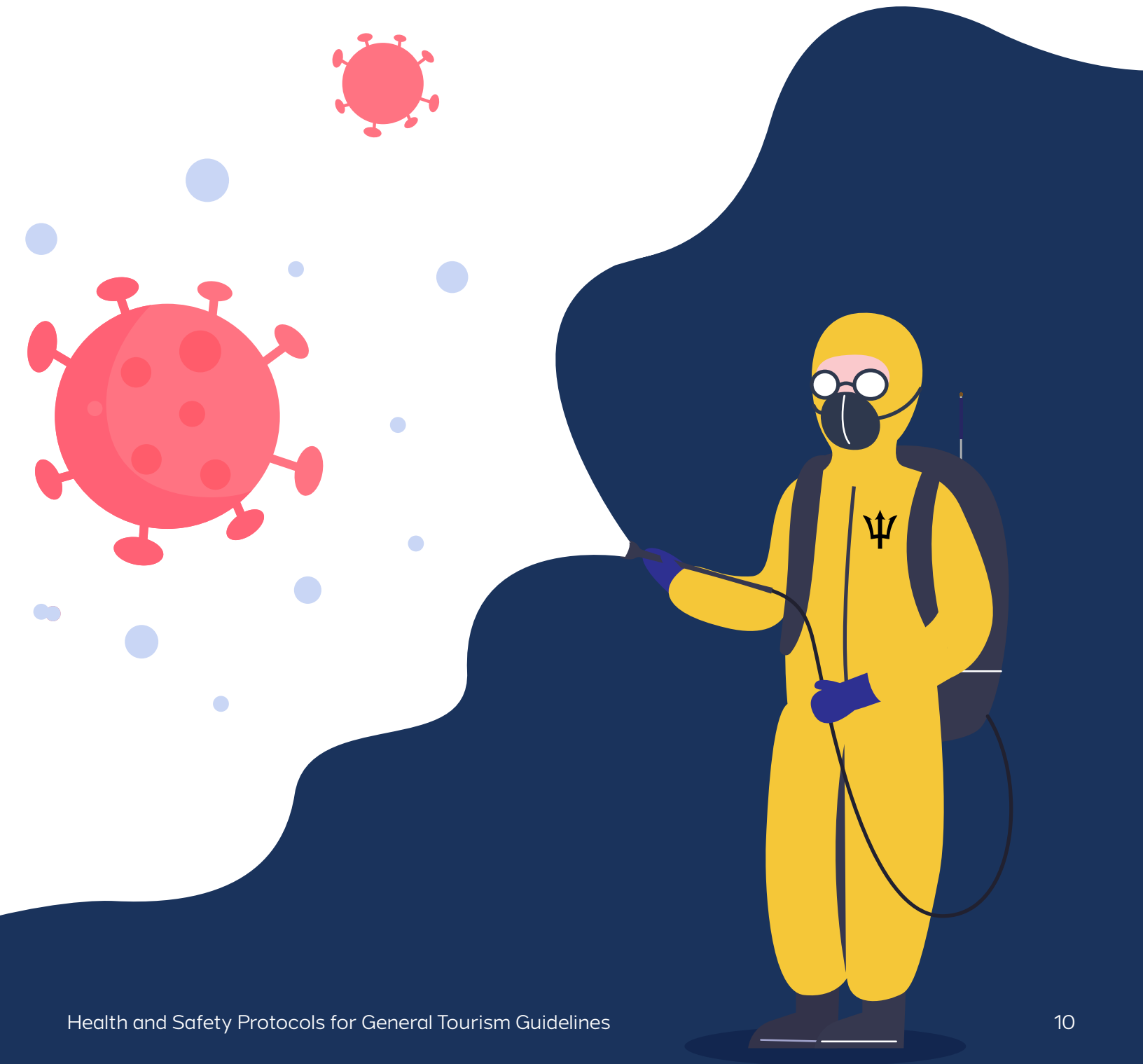


Handling Luggage & Passenger Bags

- Tour Guides to desist from handling passengers' personal property and are required to wear gloves when handling doors, luggage and passengers' personal property.



General Tourism Guidelines



Special Considerations For Companies:

- Employees are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Employees should stay at least 3 feet away from other staff (lunchroom, bathroom, corridors, booths);
- It is recommended that Employees should stay on-site once they have entered the workplace.





Contact Tracing

Operators should maintain a log of every passenger including passenger name, contact details, times collected, location drop off and collection (if applicable).



Cleaning and Disinfecting of Equipment and Public Facilities Before and After Use

At a minimum, all equipment and public facilities must be cleaned and disinfected before being used by new customers. Special attention should be given to commonly touched surfaces in the public facility. Staff responsible for cleaning equipment and facilities must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the facility. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

I For hard non-porous surfaces within the facility such as sanitary ware, sinks, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants are antimicrobial **(destroying or inhibiting the growth of microorganisms and especially pathogenic microorganisms)** products. Cleaners should follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

II Operators and Drivers may also use **diluted household bleach solutions** prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

III Alcohol solutions with at least 70% alcohol base may also be used.

IV After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and that are suitable for equipment surface.

V

Gloves and any other disposable PPE used for cleaning and disinfecting should be removed and disposed of after cleaning; **WASH HANDS** immediately after removal of gloves and other PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

VI

If a disposable gown was not worn, work uniforms/clothing worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely.

VII

Cleaners to maintain a daily cleaning log.



